Part 1. Introduction

Part 2. Planning your event
   Part 2.1 Getting Started
   Part 2.2 Top Tips
   Part 2.3 sample checklist
   Part 2.3 Checklist

Part 3 Accessible Venue
   Part 3.1 Introduction
   Part 3.1.1 Entrance to the venue
   Part 3.1.2 Accessible Toilets
   Part 3.1.3 Moving around the venue
   Part 3.2 Top Tips
   Part 3.3 Checklist

Part 4 Accessible Information
   Part 4.1 Introduction
   Part 4.1.1 Methods
   Part 4.2 Top Tips
   Part 4.3 Checklist

Part 5 Refreshments and Food
   Part 5.1 Introduction
   Part 5.2 Top Tips
   Part 5.3 Checklist

Part 6 Useful Links and Further Reading
Part 1. Introduction

This toolkit is aimed at anyone organising meetings, training sessions, conferences and other events and will provide guidelines, checklists and tips for making anyone who is looking to create a friendly and relaxed atmosphere, where all people can feel welcomed and included.

A couple of reasons why this toolkit is useful is that it can assist you meeting the requirement of the Equality Act 2010 and also allow you operate a human level; where all people should have access to events and being able to get into venues as a basic human right and promotes a more inclusive society.

And all evidence suggests that the more people we meet and the better we are informed means we have greater social support which has been linked to a lower risk for cancer recurrence, higher survival rates among heart attack survivors, lower blood pressure, better immune responses, and better psychological wellbeing.

*(Fullframe Initiative – Five Domains of Wellbeing)*

It is important to remember that you do not have to be an ‘expert’, or have specialist knowledge of a particular medical condition, impairment etc. to make your event or premises more welcoming to people.

*By understanding the basics this you will be able to make your premise or events much more positive experience for all individuals from more diverse communities.*
Part 1. Introduction

This toolkit is set out so it covers 3 areas

Section 1 Introduction to each topic
Section 2. Tips that may help you
Section 3. Checklist to assist you in covering the basics

It is important to recognise that a checklist is not - and never will be - definitive. It should always be backed up by information from the people that use services who are participating in the event.

The topics we will be walking you through are

- Planning your event
- Accessible Venue
- Accessible Information
- Refreshments and Food
Part 2

Planning your event

Contained in this section

Part 2.1 Getting Started
Part 2.2 Top Tips
Part 2.3 Sample checklist
Part 2.1 Getting Started

However big or small your event is going to be, the way to do is generally the same and once you have planned one or two you will find easier and find that you become more confident what you plan is much better received by your audience.

Make sure you know what your event want to achieve or what you want people to get out of coming along to what you plan

Practical things to think about when you’re getting started

Agree **What** you want your event to achieve or what you want people to get out of coming along

**Who** are you hoping to attract to the event or who are the people you want to come along?

**How** many people do you want to attend?

**Where** do you want to have the event

**When** do you want to have the event?

**How** are you going to evaluate and record the event i.e. evaluation questionnaires, talking walls, photographers, video

**How** much do you have to spend?

Events can be for anything from teaching people about a certain subject, informing others of the work you are do, fundraise or just to have fun this list is very broad but the process is the same
More Practical things to think about when you’re getting started

**Plan** out the work, and don’t be frightened to delegate

**Plan** your budget and clearly mark out what you have to spend on what i.e. venue hire, refreshments etc.

**Set** a time task in your plan has to be completed by

**Think** about timing and location

**Think** about the size and layout of the venue you need

Make a **plan** of how and where you are going to advertise

**Be clear** about what you can and can’t provide, and where you can be flexible based on individual requests.

**Book services and supports early**

*Note: Discuss the cancellation policies of these service providers and make sure there is time between the close of registration and the event for you to cancel the service if there has been no request for them*
Part 2.2 Top Tips

1. Don’t try to plan an event on your own recruit others and use their talents and share the workload

2. Start planning your event well in advance to give yourself enough time to organise everything

3. Start thinking about ways in which you might make your event or premises more accessible to disabled and older audiences at the very beginning of your project.

4. Don’t make assumptions – ask! People with impairments are the experts in their own requirements and access needs, speak to them and get some advice

5. Book service and supports early. It is good practice to book services such as sign language interpreters, hearing augmentation systems crèche facilities early on in your planning. These service providers are in high demand so the longer notice they have the better the chances of you being able to secure them.

6. What you want to achieve will help you know what you want to find out in your evaluation, any questions other that venue questions should help
# Part 2.3 Sample Checklist

<table>
<thead>
<tr>
<th>Name of Event</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date and Time</td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td></td>
</tr>
<tr>
<td>Budget</td>
<td></td>
</tr>
<tr>
<td>Describe your event</td>
<td></td>
</tr>
<tr>
<td>Message</td>
<td></td>
</tr>
<tr>
<td>What do you want to say to your target audience?</td>
<td></td>
</tr>
<tr>
<td>What do you want them to learn?</td>
<td></td>
</tr>
<tr>
<td>Objectives</td>
<td></td>
</tr>
<tr>
<td>Be Clear about what you want to achieve from the event</td>
<td></td>
</tr>
<tr>
<td>Target Audience</td>
<td></td>
</tr>
<tr>
<td>Who is the event for?</td>
<td></td>
</tr>
<tr>
<td>What does the audience need to know?</td>
<td></td>
</tr>
<tr>
<td>What will keep them interested?</td>
<td></td>
</tr>
<tr>
<td>How will you publicise the event and reach your intended audience?</td>
<td></td>
</tr>
<tr>
<td>Where/when will you publicise the event?</td>
<td></td>
</tr>
<tr>
<td>When will you publicise the event?</td>
<td></td>
</tr>
</tbody>
</table>
Part 3

Accessible Venues

Part 3.1 Introduction
  Part 3.1.1 Entrance to the venue
  Part 3.1.2 Accessible Toilets
  Part 3.1.3 Moving around the venue
  Part 3.2 Top Tips
  Part 3.3 Checklist
Section 3.1 Introduction

Selecting a suitable venue for an event might seem straightforward but it is, in reality, much more complicated than it first appears.

By this stage you should already have agreed certain parts of your event plan such as, the location, the number of people it can hold, the cost, or whether it has the facilities to suit your event such as a stage area, seminar breakout rooms or outdoor areas.

Finding the right venue can be very challenging. Many older venues or listed buildings available for hire are not accessible or only have a few access features.

There are things you can do to make it easier for people to come along to your event. This would require you to look at the barriers people may face that would restrict their ability to come along to your event. Which means you should be looking for an accessible venue.

And for those who travel by car it is better to use venues that have access/disabled. Spaces for disabled badge holders should be wider than standard spaces to allow people to get wheelchairs and other equipment in and out of their cars and ease of access.

You should always visit the venue before booking it and take a checklist with you to look out for certain key points.

It is equally important to check out local public transport - for example, train stations, accessible bus routes, accessible taxis and services like Dial-a-Ride, etc.

And for those who travel by car it is better to use venues that have access/disabled. Spaces for disabled badge holders should be wider than standard spaces to allow people to get wheelchairs and other equipment in and out of their cars and ease of access.
Section 3.1 Introduction (cont)

To start with its good to consider venues that allow people to enter, exit and move around the building with easily, that offer accessible unisex toilet facilities and where, ideally, the event can take place on one floor only.

The accessibility of toilets, lifts, refreshment areas and other venues being used during the event, and their proximity to the meeting or function rooms being used for the event. Trying to ensure that delegates with mobility difficulties can use the same entrance as other delegates. Wheelchair users should be able to use ramped access routes independently.

There are things that are good to discuss and ask the person you are hiring the premises from such as:

Are they aware of the Disability Discrimination Act and the requirements to provide a venue that is accessible to all?

Has venue has participated in an accessibility audit?

Do they have an evacuation plan for people with impairments?

If there isn’t parking available, identify parking nearby and make people aware of it when advertising your event.
Part 3.1.1 Entrance to the venue

Any entrance to the venue should be level or have a ramp. If there are stairs to the entrance and these need to have a handrail and clearly marked step edges.

Revolving doors are not suitable for wheelchair users, guide dog owners and many with walking difficulty, so venues should have an alternative door that can be easily opened by using and intercom system or push button at a height where wheelchair users and short people can easily access.

The position of the entry door needs to be clear for people with a visual impairment and glass doors should be well identified. Glass doors can be difficult to see and should have coloured markings on the glass (tape, paint etc.) to be safe.

It is important to consider how someone with a hearing impairment will get in if there is an entry-phone system and whether a visually impaired person would know it is there and be able to use it.

Providing water for guide dogs is extremely good practice and should be encouraged at all events.
Part 3.1.2 Accessible Toilets

Many people especially those who are older, have disabilities, carers or those who have children rely on good accessible toilets, in fact, some individuals plan outings and trips around local Facilities

Most venues should have toilets with a disabled sign on them or accessible toilets

Some venues keep them locked to ensure that they are only available to disabled people. If a key is required, ask for the door to be left unlocked on the day of the event, or at least that a key is easily available from staff on the day.

Wheelchair users are not the only people who need to use accessible facilities. People with different impairments need to access them for varying reasons, so avoid making assumptions.

It is good practice to check the toilets to see if they:

- Have enough room to move around
- Are clean
- Have an emergency alarm that can be easily reached
- The locking and unlocking mechanism is easy to use
- The door is not too heavy
- There are baby changing facilities
Part 3.1.3 Moving around the venue

Making sure people can move easily around the venue and reduce the chances of people not being able to move about the event without attention being drawn to them is important.

Conduct a site visit to the venue think about what it will be like when lots of people are moving around the building, sitting at tables, looking round stalls, moving through doorways etc.

Make sure there is room for everybody to move around safely through corridors, between tables, round stalls and try to make sure that the facilities, workshop spaces and refreshment areas are close to the main area.

Lifts

Do the control buttons have raised buttons and Braille information and is there audio information in the lift telling people what floor they are arriving at.

Check the lighting and sound.

People with visual impairments could find it more challenging in dimly lit areas. Try to make sure there is good natural lighting if that’s not possible try to make sure the lighting in the venue is suitable.

Try to use a venue that has good acoustics and anything that can interfere with people hearing what’s going on should be taken into account. Examples of this include gym halls and old church halls where noise echoes throughout or being able to hear noises from the kitchen or other meeting whilst your event is underway. These things make it hard to hear instructions or even have a conversation.
Section 3.2 Top tips

Where people are travelling by public transport it can be helpful for someone to meet them at the station if that is possible. This is particularly important if individuals are not familiar with the location of the event.

Choose a modern building when you can as they are more likely to have an ‘accessible’ entrance unlike older or listed buildings that may have accessible entrances in poorly lit areas at the side of the building.

Portable ramps can be acceptable for a few steps, but ensuring they are out when needed and not dangerous makes them undesirable. Some people with walking difficulties prefer steps to a ramp.

If the signage in or around the venue is not as clear as it could be make your own large print and agree with venue that you can put them up for the event.

It is a good idea to provide a quiet room for rest, especially if your event is going to be long and crowded. Some people with mental health issues or fatigue will particularly welcome this.

Check and remove obstacles that may hinder anyone moving around the venue.

Put details and a map on your flyer about travel options and car parking.

Take a walk round the venue to look out for and
## Section 3.2 Checklist

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>YES</th>
<th>NO</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there good transport links to the venue?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there flat level access</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there disabled parking</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are designated parking spaces wide enough to allow a wheelchair user easy access in and out of their car?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Is the venue near to public transport pick up/drop points?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there someone available to pickup/drop off if requested?</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ENTRY</th>
<th>YES</th>
<th>NO</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the entrance to the venue level?</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Are the doorways clearly marked?</td>
<td></td>
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</tr>
<tr>
<td>Is any alternative access clearly marked?</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Are the corridors, doors room layout wide enough for wheelchairs or other aids?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Is there a chill out or prayer room available if needed?</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Is there a button for assistance?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the button for assistance at the right height?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### ACCESSIBLE TOILETS

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there accessible toilets?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are the signs clear that they are accessible toilets?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the way to accessible toilets clearly sign posted?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you need a key for the accessible toilets?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, can you have the toilets unlocked for the event?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there enough space to manoeuvre in the toilet?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there a D bar on the door to enable people to open and close it with ease?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there a paddle flush handle on the toilet?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there an aid to help people get on/off the toilet?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there an emergency alarm in the toilet?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there enough accessible toilets?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are the accessible toilets close to the main event room?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there baby changing facilities in the accessible toilet</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## MOVING AROUND THE VENUE

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>If there is a reception desk is it (or a part of it) at a height that is accessible for people using wheelchairs? If not, can an alternative desk be provided for the event?</td>
<td></td>
</tr>
<tr>
<td>Are there any steps or other barriers to facilities being used such as ‘break-out’ or workshop rooms, dining areas, outside areas and exhibition areas?</td>
<td></td>
</tr>
<tr>
<td>Are the doors wide enough for wheelchairs, people with assistance dogs etc?</td>
<td></td>
</tr>
<tr>
<td>If there is a speaker’s or performer’s platform, is it accessible?</td>
<td></td>
</tr>
<tr>
<td>Are the accessible unisex toilets at the same location as other toilets or close by?</td>
<td></td>
</tr>
<tr>
<td>Is there clear signage to direct people from the entrance(s) to any information desk and all the facilities being used?</td>
<td></td>
</tr>
<tr>
<td>If participants have to use lifts to get to facilities are they large enough for people using wheelchairs to use?</td>
<td></td>
</tr>
<tr>
<td>Are the control buttons at a height that can be accessed by people using wheelchairs?</td>
<td></td>
</tr>
<tr>
<td>Do the control buttons have raised buttons and Braille information?</td>
<td></td>
</tr>
<tr>
<td>Is there audio information in the lift telling people what floor they are arriving at?</td>
<td></td>
</tr>
<tr>
<td>If the venue has fixed seating are there wheelchair-accessible spaces provided at various locations spread throughout the venue?</td>
<td></td>
</tr>
<tr>
<td>Is there a choice of seating available that will provide extra support for people with disabilities who might need it?</td>
<td></td>
</tr>
<tr>
<td>Is the venue large enough to allow people with disabilities to freely move around when all participants are present?</td>
<td></td>
</tr>
</tbody>
</table>
Part 4

Accessible Information

Part 4.1 Introduction
Part 4.1.1 Methods
Part 4.2 Top Tips
Part 4.3 Checklist
Part 4.1 Introduction

It is estimated that over a million people in Scotland have some form of communication support need. (Principles of Inclusive Communication, Scottish Government). People with communication support needs can face widespread exclusion and discrimination so it's just as important to look at accessible communication as well as physical accessibility.

**By making information inclusive you can cater the needs of delegates of all ages, people from different cultural and language backgrounds, and people with differing impairments.**

You should ask on registration forms about accessibility issues but your promotion and registration form should be available in alternative languages.

Depending on the delegates you attract to your event, to make it an enjoyable and inclusive experience, it may be necessary to provide additional support. For people who are blind or vision impaired these include large print, Braille, audio tape or an accessible electronic format.

For people with learning disabilities and/or language barriers easy read versions with pictures helps and for people who are unable to read an audio format could help. This would be an audio narration of visual material to make it accessible to people with little or no reading and writing skills and/or blind and partially sighted people.
Part 4.1.1 Methods

Written Information

If you are running a conference or seminar, you may be planning to give attendees reading material and it's likely you may be using presentation tools such as power point or video.

It's good practice that you or any organisation providing written information to try and stick with accessible information principles, including information in alternative formats. E.g. large print

Be aware that the information presented may need to be communicated in a different form in order to ensure that blind people can access the information. (see audio information)

This may involve a simple description of what other participants are seeing or may involve the production of accessible electronic, audio or Braille copies of the material.

You may want to use easy read or plain English text so you can communicate with people with language barriers, learning difficulty, dyslexia, brain injury or intellectual disability

Keep it simple – if your reading material is designed using plain language and easy read formats it will already be accessible to a greater number of people and may reduce demand for special accessible versions.

This is a cost and time-efficient way of making your information instantly accessible to a larger number of your audience.

A sample of plain English and easy read is outlined below.

**Plain English**
Thank you for your letter asking for permission to put up posters in the library. Before we can give you an answer we will need to see a copy of the posters to make sure they won’t offend anyone.

**Easy read**
Thank you for your letter about your poster. We need to see the poster before we put it up. This is because it must not offend anyone. Offend means upset people.
When hosting an event don’t be afraid to use pictures, films or any other type of visual aids to convey a variety of messages before, after and during the event. But it is good practice to ensure:

- Pictures should support the meaning of the words.
- Pictures must be easy to understand.
- Pictures can be drawings, photographs or other images.

For example, use a poster with a smiley, indifferent and happy face on it as part of your evaluation, that’s an easy way to find out if people enjoyed the event or have pictures on your signs that will make it easier for people with a variety of challenges.
Powerpoint presentations are common to use and a very good visual aid and are widely used to deliver messages to people there are a few things that you should take into consideration

◊ Don’t complicate the powerpoint slide and make it too busy that distract people and make it more challenging to get your message across

◊ Using animations are a fun and interesting way to promote your messages, just be aware that asking someone to listen and follow an animation may again be a distraction

◊ Background on powerpoints should be carefully considered, people with different learning abilities or visual impairments may struggle to read the powerpoint if the background is

Any font size less than 24 point is too small to be reasonably read in most presentation situations, 28 or 32 point size, with titles being 36 to 44 point size are much easier to read. And choose easy to read fonts such as Arial or Calibri

Tip: “Using light text on a dark background will make it easier to read.”
Access to audio information should be available, not just for people with a hearing impairment. Audio information should also be available for people who need it or ask for it as a special requirement.

Material may be provided in a written form prior to or at the event; note takers may provide a running ‘commentary’ on the event; hearing augmentation systems may be available, such as a hearing loop may be employed to reproduce speeches in real-time, projected onto a screen; and for those people who use sign language an interpreter may be provided.

It is good practice to book supports early and be aware of the cancellation policy, that way if no delegates request additional supports you should be able to cancel at no cost.
### Language

Language can be as big a barrier and materials you produce, advertising you do and running the event should take this into consideration.

By language we don’t just mean people who do not have English as their first language, we also mean people who may have a learning difficulty, an intellectual disability, and dementia or brain injury or people who have a vision impairment or are blind:

<table>
<thead>
<tr>
<th>For people who may have a learning difficulty, an intellectual disability, and dementia or brain injury</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address the person directly, listen carefully, speak clearly and check for understanding. Always use clear language without being patronising.</td>
</tr>
<tr>
<td>Allow the person time to ask questions and try not to rush them.</td>
</tr>
<tr>
<td>Try not to overload the person with information.</td>
</tr>
<tr>
<td>Make it clear you are there to help if they forget the information.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Language barriers If there is no translator available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speak slowly, clearly, and with carefully chosen words</td>
</tr>
<tr>
<td>Keep your messages simple</td>
</tr>
<tr>
<td>Use internationally understood words</td>
</tr>
<tr>
<td>Do not shout</td>
</tr>
</tbody>
</table>

It is recommended that you only use highly qualified, experienced translators and interpreters.

<table>
<thead>
<tr>
<th>For people who have a vision impairment or are blind</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always identify yourself by name. If appropriate, ask for their name so you can address them directly and so that they know you are talking to them and not someone else.</td>
</tr>
<tr>
<td>If a blind person asks for assistance to go somewhere, ask which side you should be on and offer your arm so they can hold it just above your elbow.</td>
</tr>
<tr>
<td>Never pat or distract a guide dog or offer it food while it is in harness; it is a working animal under the control of its owner.</td>
</tr>
</tbody>
</table>
Budget reducing tips

* Instead of hiring a professional transcriber to record an audio description maybe you can record one yourself and make an MP3 file or CD available

* Book a venue that has a PA system, hearing loops and portable microphones included in the cost

* There are many apps and online supports to help you translate documents, e.g. google translate, and at low cost

Take some time to make sure your translators and interpreters understand the subject matter and what is expected of them.

You should also ensure the PA system is supplemented by a hearing augmentation system to assist people with hearing impairments.

If dimming lights is absolutely necessary to allow delegates to see the projected images then you will have to ensure that speakers and any sign language interpreters are suitably spotlighted and there is good light for reading.

Many people with a vision impairment and others, including those with brain injuries, will welcome receiving copies of papers before the event as this gives them an opportunity to read them and to be able to concentrate on what is being said once they are at the event.
## Part 4.3. Accessible Information Checklist

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you asked on the booking form if anyone has special requirements?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have you had a discussion and/or booked support services?</td>
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</tbody>
</table>

### Equipment for people with hearing impairments

- Have you asked on your booking form if there are any special requirements?
- Are there hearing loops in the rooms, including break out rooms?
- If no, can you hire hearing loops for each room?
- Can you provide sign language interpreters if you need them?
- Can you provide note takers and equipment if you need them?
- Can you provide subtitles on any films/clips shown?
- Have you checked for background noise that could affect people with hearing impairments?

### Equipment for people with impairments that would make reading written materials challenging

- Have you asked on your booking form if there are any special requirements?
- Have you provided large print materials?
- Are you presenters/facilitators briefed to describe pictures and fully explain content?
- Can you send event information to participant beforehand so they can convert the text to speech?
- Have you checked the lighting in the venue to take into account the impact on those with visual impairments?

### Assistance for people with language barriers

- Can you access translation services if needed?
- Can individuals have access to a piece of technology that can assist with translation?
Part 5

Refreshments and Food

Part 5.1 Introduction
Part 5.2 Top Tips
Part 5.3 Checklist
Food and refreshments can make or break an event. As with many issues of access, choice is the key factor. It is important to give people choice and understand your participants’ dietary requirements and/or needs.

Dietary requirements can be based on medical, dietary, and religious factors.

For example:

Consider dietary needs such as gluten-free food and the needs of diabetics and ensure buffet food is clearly marked as being gluten-free or vegan.

Muslims exclude certain (not to the law) foods from their diet. Pig meat, birds of prey, wild animals, crustaceans, molluscs blood /blood products, fish without scales.

However there is an often overlooked factor and that relates to equipment. This is especially relevant for people with limited mobility who may need a different type of cup, straw or special cutlery.

You should ask people about any particular dietary requirements on the booking form for any event where food and refreshments are served.
Part 5.2 Top Tips

If self-service is the only option available, ensure that staff are available to assist people with disabilities, including those with mobility and vision impairments with their food choice and their being able to carry their food to the eating area.

Make sure that there are seats and tables available. Some people with disabilities need to sit down. Seating also helps those who are talking to a person using a wheelchair so that they do not have to constantly look up to engage in conversation.

Make sure there is room for everybody to manoeuvre safely between tables. When you conduct a site visit to the venue think about what it will be like when lots of people are moving around and sitting at tables.

Make menus more accessible by printing them in large sans serif fonts using contrasting paper and print. Ensure staff are prepared to talk through the menu.

Provide a choice of cutlery and crockery. A mug may be easier for some people with disabilities to use than cups and saucers or plastic cups that do not have handles. Offer drinking straws as a standard as some people with a disability may not be able to hold a cup, glass or mug.

Don’t overlook the small things. Sachets of condiments, or milk in very small containers, can be difficult to open. You could consider ensuring help is on hand for people experiencing difficulty.

Consider having a number of food and beverage service areas spread around the venue. This is helpful for people with disabilities as there is likely to be a service point closer to where they are.

Everyone will benefit from the shorter queues if you only have a short period for a break before continuing the event program.
### Part 4.3. Refreshments and Food Checklist

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you asked on the booking form if anyone has special requirements?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there staff available to assist people?</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Are the food choices clearly marked?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are the food choices printed?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes are they available in large font?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there seats and tables available?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there a choice of crockery and cutlery</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there room between chairs and tables to move around?</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
Part 6

Further information and useful links
Useful links

Fife Centre for Equalities

Hire of audio equipment/PA system
Advice/support - organising inclusive events
info@centreforequalities.org.uk

**Telephone 01592 645310**

Fife Community Interpreting Service

Offer an interpreting and/or translation service in any
[www.fcis.org.uk](http://www.fcis.org.uk)

**Telephone: 01592 261900**

Deaf Action

Interpreters/note takers/lip service
[www.deafaction.org.uk](http://www.deafaction.org.uk)

Telephone
0131 556 3128
Text Phone
0131 557 0419
Further Information

Principles of Inclusive Communication
An information and self-assessment tool for public authorities
www.gov.scot/Publications

Inclusive Language Guidance
www.uua.org/lgbtq/welcoming/ways/200008.shtml

Enable Scotland – Accessible Information Unit
www.enable.org.uk

Five Domains of Social Connectedness
fullframeinitiative.org

Ensuring your venues and events are open to all
www.luminatescotland.org

Event Planning checklist
www.resourcecentre.org.uk

How to produce information in an accessible way. Social Care Institute for Excellence (SCIE)
www.scie.org.uk/publications/misc/accessguidelinespublications.asp